

A. GENERAL DESCRIPTION OF SERVICE

The Department of Human Services, Division of Child and Family Services (DHS/DCFS), recognizes there are parents who are at risk of, or who are, abusing or neglecting their children. Often these parents are unable to benefit from traditional parenting classes. The “Peer Parenting” program has been created to provide individualized parenting instruction to Clients in their own homes for the purpose of reducing the risk of abuse or neglect with an end goal of maintaining the family unit or re-unifying the family with safe and healthy parenting skills. Peer Parenting is an individualized, skill-based teaching opportunity based on the conviction that parents and children are best served when united as a family in a safe and nurturing environment.

B. PURPOSE

The purpose of this Contract is to retain a Contractor(s) to recruit hire, train and develop a team of Peer Parents to provide individualized parenting instruction (Peer Parent Services) to DHS/DCFS Clients using the evidence-based Systematic Training for Effective Parenting (STEP) curriculum. Peer Parent services shall address, but are not limited to, parenting skills, communication skills, home management, and how to access community resources.

C. DEFINITIONS

For purposes of this Scope of Work, the following definitions apply:

1. Administrative Staff:

The Contractor’s management staff that do not supervise or provide direct services to Clients.

2. Applicant:

An individual who has requested a background screening.

3. Background Screening:

The review of an applicant's criminal history, child abuse, neglect, or exploitation history, and vulnerable adult abuse, neglect, or exploitation history through criminal and abuse, neglect, or exploitation databases for the purpose of determining whether the applicant may have direct access to DHS clients.

4. Case Manager:

A DHS/DCFS employee with primary responsibility for managing a foster care or in-home services case.

5. Child and Family Team:

A Child and Family Team consists of individuals that participate in planning, providing, and monitoring supports and services for the Client and the Client’s family, such as the Case Manager, service providers, Client, family members, community specialists, friends, and other individuals invited by the Case Manager or Client.

6. Client(s):

Families including children receiving DHS/DCFS intervention and services; i.e., biological parents, custodial caretakers, legal guardians, foster parents, adoptive parents, kinship providers and parents or legal guardians who have abused or neglected the children residing in their home, who are at risk of abusing or neglecting the children residing in their home, who have children returning home from foster care or who are caretakers of children who have been abused or neglected.

7. Client Identifying Information:

Any information that may identify or lead to the identification of the Client or Client's family. Identifying information may be in the form of verbal or written communication, photographs or digital images, video clips, and other forms of data, and includes but is not limited to names, ages, addresses, email addresses, occupations, and schools.

8. Contract Monitor:

DHS/DCFS staff who provide consultation and technical assistance to Contractors and DHS/DCFS staff for compliance with all Contract requirements, and who review and approve or deny submitted billings. DHS/DCFS Contract Monitors are also known as Contract Coordinators.

9. DHS/DCFS Worker Referral Form:

A form developed and completed by DHS/DCFS that refers families to the Contractor for Peer Parenting services.

10. Direct Access:

An individual who has, or likely will have, contact with or access to a Client that provides the individual with an opportunity for personal communication or touch.

11. Direct Supervision:

The person being supervised is under the uninterrupted visual and auditory surveillance of the person doing the supervising.

12. Discharge: Formal end of Client services.

13. Evidence-Based Practice:

A DHS/DCFS Director-approved modality, practice, strategy, or a formal program based on research that has been independently validated through scientific methodology in which findings have demonstrated effective and measurable outcomes for children and youth.

14. Face-to-face:

The Client is physically present with the Contracted provider in the setting in which the service is being provided.

15. Fidelity:

The determination of how well the program is being implemented in comparison with the original program design. To ensure program service is being delivered as it was designed and written; i.e., with all core components being delivered to the appropriate populations; staff trained appropriately; using the right protocols, techniques and materials; and in the right context.

16. Foster:

The provision of substitute care which is conducive to the physical, social, emotional and mental health of children or adjudicated youth under the age of 21 who are temporarily unable to remain in their own homes but are able to participate in family and community life. Clients in foster care are placed in the care of DHS/DCFS.

A generic term for an out of home family-based placement which includes “proctor”. For example, a reference or requirement relating to a foster parent includes a certified proctor parent, foster care includes proctor care, and a foster home includes a certified proctor home.

17. Parenting Instructional Plan:

An individualized written plan developed by the Peer Parent in coordination with the Client that contains measurable treatment goals and addresses the activities that will occur to assist the Client in improving the Clients’ family functioning based on the assessed service needs.

18. Peer Parent:

An employee or subcontractor of the Contractor who provides Peer Parenting services to a Client referred by the DHS/DCFS.

19. Purchased Service Authorization (PSA):

The DHS/DCFS form authorizing the Contractor to provide Contract services to a specific DHS/DCFS Client.

20. Regional Peer Parent Plan:

An annual plan created by the Contractor with the DHS/DCFS Regional Designee that includes goals and a detailed summary of the Peer Parenting services to be provided by the Contractor during the fiscal year for which the plan was prepared.

D. DESCRIPTION OF THE POPULATION TO BE SERVED

The Contractor shall provide Peer Parenting services to Clients referred to the Contractor only by DHS/DCFS.

E. SERVICE LOCATIONS AND CASELOADS

The Contractor shall provide peer parenting services in the Client’s home within one or more of the following geographic areas (depending on its award) and have the capacity to, and shall, meet the

minimum caseload requirements specified for each area served. The Contractor shall provide Peer Parenting Services throughout the entire region(s) for which it receives a Contract.

List of Regions:

1. **NORTHERN REGION**

The Contractor shall have the capacity to, and shall, serve a minimum of 190 families annually with a minimum of 16 new families per calendar month throughout the duration of the Contract. (Box Elder, Cache, Davis, Morgan, Rich, and Weber Counties)

2. **SALT LAKE VALLEY REGION**

The Contractor shall have the capacity to, and shall, serve a minimum of 160 families annually with a minimum of 14 new families per calendar month throughout the duration of the Contract. (Salt Lake and Tooele Counties)

3. **WESTERN REGION**

The Contractor shall have the capacity to, and shall, serve a minimum of 175 families annually with a minimum of 15 new families per calendar month throughout the duration of the Contract. (Juab, Millard, Summit, Utah, and Wasatch Counties)

4. **EASTERN REGION**

The Contractor shall have the capacity to, and shall, serve a minimum of 80 families annually with a minimum of 7 new families per calendar month throughout the duration of the Contract. (Carbon, Daggett, Duchesne, Emery, Grand, San Juan, and Uintah Counties)

5. **SOUTHWEST REGION**

The Contractor shall have the capacity to, and shall, serve a minimum of 65 families annually with a minimum of 6 new families per calendar month throughout the duration of the Contract. (Beaver, Garfield, Iron, Kane, Piute, Sanpete, Sevier, Washington, and Wayne)

F. CONTRACTOR'S QUALIFICATIONS

The Contractor shall:

1. Maintain registration with the Utah Department of Commerce, Division of Corporations, unless it is a sole proprietor.
2. Have a current business license from the local municipality in which its business office is located.
3. Have the capacity to meet the minimum caseload requirements specified (E. 1-5) in each DHS/DCFS Region for which a Contract is awarded.
4. Have at least five years full-time professional child welfare work experience working directly with children and families and/or teaching and developing parenting classes.

G. STAFF QUALIFICATIONS

The Contractor shall ensure all the following staff qualifications are met:

1. All Peer Parent Supervisors shall have:
 - a. A minimum of a Bachelor's Degree in human services or a related field; i.e., psychology, sociology, child development, social work; and/or
 - b. At least four years full-time professional child welfare work experience working directly with children and/or families.
2. All Peer Parents shall:
 - a. Be a minimum of 21 years of age; and
 - b. Have at least two years' experience working with children.

H. TRAINING REQUIREMENTS

The Contractor shall ensure that all of the following training requirements are completed:

1. Within the first week of employment or within one week of commencement of this Contract and prior to having direct access to Clients, **all staff** shall receive at a minimum two hours of training on the following topics:
 - a. Orientation to the requirements of this Contract;
 - b. Recognizing child abuse and neglect and legal reporting requirements;
 - c. Review of the DHS Provider Code of Conduct;
 - d. Contractor's emergency management procedures, including emergency response and evacuation procedures if a crisis arises while the Contractor and/or staff are working directly with Clients; and
 - e. Abuse, harassment and anti-discrimination training, including but not limited to cultural sensitivity; physical, emotional and sexual abuse; and harassment, for all staff with direct access to clients.
2. Within the first 30 days of employment or 30 days following the commencement of this Contract and prior to having direct access to Clients, **Peer Parent Supervisors and Peer Parents** shall receive an additional 12 hours of training on the following topics:
 - a. Child development and behavior management; how child abuse, neglect, trauma, and unstable family dynamics affect normal child development;
 - b. Home management;

- c. Community resources; and
 - d. Systematic Training for Effective Parenting (STEP) curriculum.
3. Within six months of the commencement of this Contract, or within six months of the date of hire for staff hired after the commencement of this Contract, **all staff** shall attend DHS/DCFS Practice Model Training.
4. Annually **Peer Parent Supervisors and Peer Parents** shall complete 12 hours of ongoing training. Practice Model Training hours may be counted toward the 12 hours of required ongoing training. Ongoing training shall include, at a minimum, the following:
- a. A review of the STEP curriculum.
 - b. Working with difficult families;
 - c. Conflict resolution strategies including de-escalation;
 - d. A review of the DHS Provider Code of conduct; and
 - e. A review of the requirements of this Contract.
5. Assessments for all Training: Develop and implement a method to assess and measure the staff's understanding of the information and materials presented in each training session. The following are examples of types of measurements that may be used:
- a. Testing and scoring;
 - b. Written summary of training content; and
 - c. Observation of peer parent work in the Client's home.
6. Documentation of all training shall include the following for each trainee:
- a. Title and brief description of course content;
 - b. Date training was completed;
 - c. Duration of the training;
 - d. Instructor name and qualifications that relate to the subject matter;
 - e. The trainee's signature (manual or electronic) and a statement verifying that the employee or volunteer understands the training received; and
 - f. Documentation of each employee's competency in the training.

I. BACKGROUND SCREENING REQUIREMENTS

1. All individuals who will have “direct access” to Clients, shall complete a background screening application provided by the designated entity below within 7 days of the date of hire, and annually thereafter.
2. Contractors licensed through Department of Human Services, Office of Licensing (DHS/OL) shall provide direct supervision of all persons with direct access to clients until the applicant receives written verification of background screening clearance from DHS/OL. Direct supervision shall be performed only by an individual who has a current written verification of background screening clearance from DHS/OL.
3. Contractors licensed through Department of Health (DOH) shall provide direct supervision of all persons with direct access to Clients until the applicant receives written verification of background screening clearance from DOH. Direct supervision shall be performed only by an individual who has a current written verification of background screening clearance from DOH.
4. Contractors who are not licensed through DHS/OL or DOH shall provide direct supervision of all persons with direct access to Clients until the applicant receives written verification of background screening clearance from the designated DHS/DCFS Background Screening Coordinator. Direct supervision shall be performed only by an individual who has a current written verification of background screening clearance from the designated DHS/DCFS Background Screening Coordinator. If the Contractor does not employ an individual qualified to provide direct supervision, then the applicant shall have no direct access to Clients until the Contractor receives written verification of background screening clearance from the designated DHS/DCFS Background Screening Coordinator. An applicant shall apply for a background screening clearance from the designated DHS/DCFS Background Screening Coordinator as follows:
 - a. Applicants shall complete a background screening application provided by the designated DHS/DCFS Background Screening Coordinator within 7 days of the date of hire, and annually thereafter. The application shall include the applicant's written authorization for DHS/DCFS to access and use information in the Utah SAFE Management Information System (MIS), the Utah Licensing Information System (LIS) and any criminal history information.
 - b. The designated DHS/DCFS Background Screening Coordinator shall access and review information in the MIS, the LIS, and the Utah Computerized Criminal History (UCCH) through the Utah Department of Public Safety, Bureau of Criminal Identification (BCI).
 - (1) If a review of the applicant's UCCH reveals nationwide criminal history information, the applicant shall submit fingerprints for a FBI national criminal history record check.
 - (2) If an applicant has lived outside of the State of Utah at any time during the past five years, the applicant shall submit fingerprints for a FBI national criminal history record check.
 - c. An applicant who refuses to provide all authorizations and information required by the designated DHS/DCFS Background Screening Coordinator in order to access MIS, LIS, and criminal history information, shall have no direct access to Clients.

- d. The designated DHS/DCFS Background Screening Coordinator shall provide written verification of an applicant's background screening **clearance** to the Contractor if the applicant has no supported or substantiated findings in the LIS or the MIS, has not entered a plea of guilty or no contest to any pending criminal charge, and has no criminal history record, except as specified below:
 - (1) The designated DHS/DCFS Background Screening Coordinator shall provide written verification of background screening clearance if the only convictions in the applicant's criminal history record are misdemeanors or infractions that **do not** involve violence or sex, including but not limited to domestic violence, stalking, lewdness, assault, battery, pornography, sexual exploitation, or prostitution.
- e. The designated DHS/DCFS Background Screening Coordinator shall provide written verification of background screening **denial** to the Contractor if the applicant has any supported or substantiated findings in the LIS or the MIS, any felony convictions, has entered a plea of guilty or no contest to any pending criminal charge, **except** misdemeanors or infractions that **do not** involve violence or sex, including but not limited to domestic violence, stalking, lewdness, assault, battery, pornography, sexual exploitation, or prostitution, or has any convictions for misdemeanors or infractions that involve violence or sex, including but not limited to domestic violence, stalking, lewdness, assault, battery, pornography, sexual exploitation, or prostitution.
- 5. The Contractor shall not permit an applicant whose background screening has been **denied** to have any further direct access to Clients.
- 6. The background screening applications and clearances required pursuant to this Contract shall be maintained in each applicant's personnel file.
- 7. The Contractor shall require all individuals with direct access to Clients to submit a new background screening application immediately after being charged with any criminal offense and immediately after being substantiated or supported for abuse, neglect or exploitation.

J. GENERAL SERVICE REQUIREMENTS

The Contractor shall:

- 1. Develop a written Regional Peer Parent Plan in coordination with the DHS/DCFS Regional Designee and based on an assessment of regional needs for families being served by DHS/DCFS for each DHS/DCFS region in which it is awarded a Contract.
 - a. Coordinate with the DHS/DCFS Regional Designee within 60 days of commencement of this Contract.
 - b. From information obtain from a. above, conduct a needs assessment in order to determine the number of Peer Parents needed and to meet the specific needs of the region.
 - c. Create the written Regional Peer Parent Plan from the information obtained in the needs assessment within 90 days of commencement of this Contract and annually thereafter. The Regional Peer Parenting Plan shall include:

- (1) The number of Peer Parents to be recruited and trained during each annual Contract period;
 - (2) The number of Peer Parents needed with specific skills sets (such as Peer Parents who speak a foreign language);
 - (3) Any additional goals for program expansion requested by each DHS/DCFS region consistent with the requirements of this Contract; and
 - (4) Waiting list procedures if the Contractor receives more referrals for Clients than it can serve. The Contractor's waiting list procedures shall include, at a minimum:
 - i. who has the authority to place a Client on the waiting list;
 - ii. the maximum length of time a Client may remain on the list and what the Contractor will do when the maximum time has been exceeded;
 - iii. how Clients will be removed from the list; and
 - iv. a communication plan with DHS/DCFS when, and if, Contractor puts a Client on the waiting list.
- c. Ensure at least one of the objectives of each Regional Peer Parent Plan is to maintain or increase the number of Peer Parents and the number of Clients served.
 - e. Ensure the Contractor, the DHS/DCFS Regional Designee, and the DHS/DCFS State Office Designee approve and sign the Regional Peer Parent Plan annually prior to implementation.
 - f. Review the Regional Peer Parent Plan with the DHS/DCFS Regional Designee a minimum of every six months to ensure the Region's needs are being met.
 - g. Ensure updates or revisions to the Regional Peer Parent Plan are made through a written addendum to the Regional Peer Parent Plan. The addendum must be approved through signature of the DHS/DCFS Regional Designee and DHS/DCFS State Office Designee before updates or revisions may be implemented.
2. Ensure Peer Parent recruitment activities include, but are not limited to, the following:
 - a. Recruiting Peer Parents who reflect the population characteristics they will be serving while also targeting the currently licensed resource families in the DHS/DCFS Regional Recruitment Plan.
 - b. Tracking and engaging individuals who have demonstrated an interest in becoming Peer Parents by:
 - (1) Following up with prospective Peer Parents that have made an inquiry;
 - (2) Providing timely training opportunities to prospective Peer Parents so they can become trained; and
 - (3) Providing prospective Peer Parents with information and resources necessary to resolve their concerns during the training process.

3. Maintain at least two Peer Parents who speak Spanish fluently in each region a Contract is awarded to provide peer parent services. If the Contractor is unable to fulfill this requirement, the Contractor shall submit a written request to the DHS/DCFS Regional Designee and DHS/DCFS State Office Designee indicating why this requirement cannot be fulfilled. The written request must:
 - a. Document recruitment activities and barriers encountered; and
 - b. Be approved annually through signature of the DHS/DCFS Regional Designee and DHS/DCFS State Office Designee.
4. Attend Peer Parent Coordinating meetings when requested by the DHS/DCFS State Office Designee. Meetings are generally held on a quarterly basis.
5. Develop and implement an annual process to evaluate the quality of the service provided by each individual Peer Parent and to ensure the STEP curriculum is being utilized with fidelity. The annual process must include a plan to remediate any deficiencies noted in the evaluations.

K. PROGRAM SERVICE REQUIREMENTS

1. Evidence Based Core Curriculum:

The Contractor shall purchase and use the STEP research-based parenting program as the core curriculum. The STEP core curriculum may be supplemented by other training materials for subjects not covered by the STEP curriculum to meet the individualized needs of each Client. Supplemental materials shall not replace STEP core curriculum. Supplemental material must be approved in writing by the DHS/DCFS State Office Designee prior to use. The author of the STEP parenting program is STEP Publishers. Information regarding the STEP parenting curriculum can be found at the STEP Publishers' website at the following URL:
<http://www.steppublishers.com/>.

2. Peer Parent Supervisor:

The Contractor shall ensure all Peer Parents are supervised in their duties and responsibilities by a Peer Parent Supervisor. The Peer Parent Supervisor shall, at a minimum, do the following:

- a. Ensure all Client referrals are assigned to a Peer Parent within five business days of receipt or completion of the referral unless there is a waiting list;
- b. Review with each Peer Parent the progress, issues and/or concerns of each Client on the Peer Parent's caseload;
- c. Address, resolve and document any Client complaints;
- d. Ensure all Client files include and maintain the required documentation;
- e. Ensure all Peer Parents receive the required training prior to providing services; and,
- f. Ensure Peer Parents comply with the requirements of the STEP program being used as

the core curriculum.

3. Service Coordination:

The Contractor shall:

- a. Ensure the Peer Parent Supervisor assigns a Peer Parent within five business days of receipt of a completed DHS/DCFS Peer Parent Case Referral Form and obtains a PSA from the DHS/DCFS Regional Designee or the DHS/DCFS Case Manager.
- b. Notify the DHS/DCFS Case Manager and DHS/DCFS Regional Designee of any service delay or waiting list placement and provide the estimated date the service shall begin, within five business days of the referral.
- c. Complete the following services after the referral form is received:
 - (1) Initial Assessment. Complete an initial assessment that includes administering a STEP Parent Survey and Evaluation Form from the STEP curriculum as the pre-assessment tool. The Contractor shall:
 - (a) Contact the Client within five business days of the referral being assigned to a Peer Parent to set up an initial assessment appointment to determine Client service needs.
 - (b) Document and notify the DHS/DCFS Case Manager within seven business days of assigning the referral to a Peer Parent of any scheduling difficulties, lack of follow through by the Client, and any other barriers encountered.
 - (c) Notify the DHS/DCFS Case Manager within 24 hours of scheduling the initial assessment appointment and coordinate with the DHS/DCFS Case Manager to attend the initial assessment appointment and/or provide information to be included in the initial assessment.
 - (d) Document in each Client's file, notification of the DHS/DCFS Case Manager indicating the date and type of notification (i.e., email, office or cell phone).
 - (e) Complete the initial assessment within 10 business days from the assignment of the referral to a Peer Parent and provide a copy of the initial assessment to the DHS/DCFS Case Manager. The information in the initial assessment shall be obtained from the Client(s), observation of the Client(s) in their home environment, and input from the DHS/DCFS Case Manager.
 - (f) Include, at a minimum, in the initial assessment document:
 - (i) Client's education level;
 - (ii) Cultural considerations when working with the family including

- language, cultural identity and rituals;
 - (iii) Client's parenting strengths and needs;
 - (iv) Peer Parent's observations of the Client(s) in their home environment;
 - (v) Input from the DHS/DCFS Case Manager;
 - (vi) The Client's knowledge and skills related to any other parenting-related life skills such as home management, financial management, nutrition, and knowledge of community resources; and
 - (vii) Results of the pre-assessment administered to the Client (refer to "4" below).
 - (g) Include on the initial assessment, the date the initial assessment was completed, signature of the individual conducting the initial assessment and the date it was sent to the DHS/DCFS Case Manager.
- (2) Parenting Instructional Plan. Develop a written individualized Parenting Instructional Plan based on the initial assessment.

The Contractor shall:

- (a) Complete and submit a written Parenting Instructional Plan within 15 business days from assignment of the referral to a Peer Parent to the DHS/DCFS Case Manager. The written Parenting Instructional Plan shall focus on the Client's individualized needs outlined in the initial assessment, and shall identify applicable STEP modules to be covered. The Contractor shall ensure the written Parenting Instructional Plan addresses the Client's individualized strengths and needs in the following areas:
 - (i) Consistent implementation of effective parenting skills, including positive reinforcement, setting appropriate limits, family rules and use of non-corporal discipline techniques;
 - (ii) Knowledge of developmental stages, age appropriate expectations and interactions with children;
 - (iii) Communication skills, such as reflective listening, use of "I" messages, appropriate expression of anger and clear effective commands;
 - (iv) Maintenance of a clean, safe environment including child-proofing the home and maintaining a minimum level of cleanliness;
 - (v) Planning nutritious meals;

- (vi) Making and following a home budget; and
 - (vii) Community involvement, community resources/services and social support.
- (b) Ensure each Parenting Instructional Plan shall also include:
- (i) Goals designed to improve the Client's parenting skills. Goals must be measurable and developed in conjunction with the Client and DHS/DCFS Case Manager. The goals must be time limited, and address the specific needs identified in the pre- and initial assessments;
 - (ii) The specific method (instruction, role playing, modeling or referral to community services/resources such as medical, educational, social) that will be used to achieve each goal;
 - (iii) A schedule for service delivery, including the expected frequency and duration of each service method;
 - (iv) A schedule for reviewing the Client's progress and updating the Parenting Instructional Plan;
 - (v) The date the Parenting Instructional Plan was completed and the signatures of the person preparing the Parenting Instructional Plan, the Client's signature; and
 - (vi) The date the completed plan was sent to the DHS/DCFS Case Manager.
- (3) Implementing the Plan. Implement and comply with the Parenting Instructional Plan.
- (4) STEP Parenting Curriculum. Teach the STEP Parenting Curriculum and any other pre-approved supplemental materials, as described in H.1., to the Client as outlined in its Parenting Instructional Plan.
- Peer Parents may supervise visitation between Clients and children when the visitation is part of the STEP curriculum.
- (5) Assessing Client Progress. Assess Client's progress toward meeting service objectives/goals and document in progress report.
- (6) DHS/DCFS Child and Family Team Meetings (CFTM). The Contractor shall:
- a. As requested by the DHS/DCFS Case Manager, ensure Peer Parents attend the DHS/DCFS CFTM and report on the Client's progress;
 - b. Document attendance at the CFTM by indicating the meeting date in the

Client's file; and

- c. Bill for time the Peer Parent attends CFTM's, up to a maximum of three units per meeting. Time billed for Peer Parent attendance at a CFTM are in addition to the eight units of service allowed for home visits during a week. The PSA authorization shall include authorized units to attend the CFTM.

(7) Discharge Summary. Upon discharge, the Contractor shall:

- (a) Within 15 business days of the last home visit, complete a discharge summary on each Client that includes, at a minimum, the following information:
 - (i) The date of the last home visit;
 - (ii) Progress/lack of progress on each goal;
 - (iii) Timeline of services provided;
 - (iv) Referrals to community resources;
 - (v) Results of the post-assessment;
 - (vi) Reason for case discharge and date of discharge;
 - (vii) Signature of Peer Parent and the Client; and,
 - (viii) Date the discharge summary is sent to the DHS/DCFS Case Manager.
- (b) If the Client refuses to sign the discharge summary, the Contractor shall document it with a note in the Client's file; and
- (c) Maintain a copy of the discharge summary in the Client's file.

(8) Evaluation Form: Offer the Client an opportunity to complete an evaluation form. The Contractor shall:

- (a) Develop an evaluation form and encourage Clients to give feedback about the peer parenting services received. The evaluation form shall include, at a minimum:
 - (i) The Client's name(s);
 - (ii) Dates of peer parent services; and
 - (iii) Client's general opinion of the peer parent service.
- (b) If the Client refuses to complete an evaluation, the Contractor shall

document it with a note in the Client's file.

4. Pre and Post Assessment Tools:

The Contractor shall use the STEP Parent Survey and Evaluation Form, provided by the STEP curriculum to increase the effectiveness of the peer parenting sessions. The STEP Parent Survey and Evaluation Form shall be used as the pre-assessment tool to be given as part of the initial assessment and as the post-assessment tool to be given at discharge of services. A copy of the post assessment shall be provided to the DHS/DCFS Case Manager within 15 days after the discharge.

5. Service Delivery:

The Contractor shall ensure the following requirements are met:

- a. Teach Clients the STEP curriculum with fidelity to the program design;
- b. Present parent-oriented individualized face-to-face lessons, utilizing the methods of instruction, role playing, and modeling as outlined in the Parenting Instructional Plan.
- c. Assist Clients in accessing other community services/resources as also outlined in the Parenting Instructional Plan. It is expected that these services will improve and strengthen the Clients' ability to parent their children, understand the developmental stages of their children, communicate, and manage their homes.
- d. Initial Peer Parent services shall be for a maximum period of 120 calendar days from the first face-to-face visit between the Client(s) and the Peer Parent.
 - (1) If the Client is still in need of services after the initial 120 days the Contractor may request to extend the Peer Parent services for a maximum of 60 days and document the reason for the extension.
 - (a) The documentation for the extension must be submitted in writing to the DHS/DCFS Case Manager or other DHS/DCFS region designated staff, with a request for a new PSA.
 - (b) No services shall be provided without the written approval and signature on the PSA by the DHS/DCFS Case Manager.
 - (2) If the Contractor assesses the Client is in need of services beyond the first 60 day extension period identified in (1) above, the Contractor shall:
 - (a) Consult with the DHS/DCFS Case Manager regarding the need for a second extension.
 - (b) Upon written approval by the DHS/DCFS Case Manager for the second extension, contact the DHS/DCFS Regional Designee and request a second extension of services in writing, up to a maximum of 30 days. The extension request must include the DHS/DCFS Case Manager's signature.

- (c) Not extend Peer Parent services without the written approval of the DHS/DCFS Regional Designee and completion of a new PSA authorization for the second extension period. The written approval must be maintained in the Client's file and a copy sent to the DHS/DCFS Case Manager.
- (3) At the time each service is completed, the Contractor shall ensure the Client signs documentation indicating the number of service hours provided, the date and by whom the service was provided.
- e. Record progress notes on each home visit within 48 hours of the home visit and include progress notes in the Client's file. Ensure the progress notes include at a minimum:
 - (1) The date of the home visit;
 - (2) Start and end time of each visit;
 - (3) The subject matter of each lesson and the goal it supports;
 - (4) The method used for each lesson;
 - (5) Other relevant information about the family including Client's reaction to the lesson; and
 - (6) Referrals made to community services/resources.
- f. Reasons for cancellation of a visit or any reduction in visit length or frequency shall be documented in the monthly progress report as outlined in Section III, Part O, 2.
- g. Home visits shall be a minimum of once per week for at least 60 minutes (two units of service). Home visits shall be face-to-face and not exceed 4 hours per week (8 units of service). As the Client's skills improve and the family needs decrease, the frequency and/or duration of visits may decrease. The Contractor shall document the progress and justify changes in service delivery in the Client's file.

L. CHILD PROTECTIVE SERVICES (CPS) INVESTIGATIONS

The Contractor shall:

1. Follow mandatory reporting laws when child abuse or neglect is suspected.
2. Cooperate with investigators conducting the CPS investigation when an allegation of child abuse, exploitation, dependency or neglect is made against the Contractor or any of the Contractor's staff, volunteers or subcontractors, or against a Client.
3. If the Contractor reported or is otherwise aware that an allegation of child abuse or neglect has been made against the Contractor or any of the Contractor's staff, volunteers or subcontractors, the Contractor shall suspend further contact with the Client until the CPS investigation is completed and a determination made regarding the allegation. The Contractor shall comply with the determination made by DHS/DCFS in regards to current safety provisions.

4. Keep knowledge of all information related to a CPS investigation confidential.
5. If the Contractor is aware that an allegation of child abuse or neglect has been supported against the Contractor or any of the Contractor's staff, volunteers or subcontractors, the Contractor shall send a written notification within one business day to the DHS/DCFS Background Screening Coordinator. The Contractor shall comply with the determination made by DHS/DCFS in regards to current safety provisions.

M. QUALITY ASSURANCE

The Contractor shall maintain a working internal quality assurance process for its program that includes, at a minimum, the following elements:

1. An interdisciplinary committee that evaluates all aspects of the Contractor's organization as well as the quality of services delivered to ensure continuous quality improvement.
2. An interdisciplinary committee that meets at least quarterly and has the authority to make needed changes or to report its recommendations directly to the Contractor's executive director.
3. A systematic data collection of service performance and Client results and a systematic process to evaluate the data and results. This may include Client satisfaction surveys.
4. A process to implement changes as a result of the quality assurance data analysis, recommendations of the quality assurance committee, or recommendations of DHS/DCFS based on program or Contract audits or reviews.

N. PERFORMANCE BASED OUTCOME MEASURES

The Contractor shall participate and collaborate with DHS/DCFS, the University of Utah Social Research Institute Staff, and the Title IV-E Waiver Evaluator to evaluate the degree to which they are using evidenced based practices and their program's effectiveness in improving outcomes for children and Clients.

O. REPORTING REQUIREMENTS

The Contractor shall ensure the following reporting requirements are met:

1. Incident Reporting:
 - a. Ensure all Peer Parents maintain a list of phone numbers to report emergencies, change in safety and/or crisis incidents that may occur during a peer parenting session.
 - b. Notify the DHS/DCFS Case Manager or Region Designee of the emergency, change in safety and/or crisis incident within 24 hours of when it is identified.
 - c. If the emergency, change in safety and/or crisis occurs after business hours, and if the Contractor is unable to contact the DHS/DCFS Case Manager or Region Designee, the Contractor shall call the Statewide Child Protective Services (CPS) Intake 1-855-323-3237.

- d. Document the date, time and method of notification to DHS/DCFS in the Client file and Progress Report.

2. Progress Reports:

- a. Prepare and submit a written report to the DHS/DCFS Case Manager within 5 business days of a parenting session in which the Peer Parent identifies any emergency, change in safety, crisis incident or when requested by the DHS/DCFS Case Manager.
- b. Review the progress of each Client receiving services and prepare a written progress report monthly submitted to the DHS/DCFS Case Manager by the 15th of each month. Ensure the progress report contains at a minimum:
 - (1) Dates and duration of each home visit.
 - (2) Progress on Parenting Instructional Plan objectives:
 - (a) Participation in services, and
 - (b) Demonstration of skills.
 - (3) The date that specific goals were achieved by the Client.
 - (4) Barriers encountered by the Contractor that inhibit the Client's progress.
 - (5) Change in needs (identification of new needs/needs or reduction of needs).
 - (6) The decrease in visits and the reason for the decrease.
 - (7) Date and signature of the Peer Parent.
 - (8) Date sent to the DHS/DCFS Case Manager.
- c. Maintain a copy of all progress reports and court reports in the Client's file.

3. Quarterly Reports:

Submit written quarterly reports to the DHS/DCFS Regional Designee and DHS/DCFS State Office Designee for services provided in each contracted region no later than 30 days after the completion of each quarter (July-Sep: Oct-Dec: Jan-Mar: Apr-Jun). The quarterly reports shall include, at a minimum, the following statistics for each reported quarter:

- a. The Contractor's name, current reporting quarter, and the Contract number;
- b. Number of Peer Parents at the end of the quarter;
- c. Number of new Peer Parents trained/recruited;
- d. Number of new families served. Include DCFS case numbers and organized by whether

the case was referred from an in-home services case or an out-of-home services case;

- e. Number of new adults served;
 - f. Number of new children served;
 - g. Number of ongoing adults and children served;
 - h. Number of families whose services were discharged successfully and had completed the goals in the Parenting Instructional Plan; and
 - i. Number of families whose services were discharged unsuccessfully and had not completed the goals in the Parenting Instructional Plan.
4. Annual Reports. Submit an annual service summary report to the DHS/DCFS Regional Designee and DHS/DCFS State Office Designee no later than July 15th for each contract year, to include at a minimum:
- a. The Contractor's agency name, Contract year and Contract number; and
 - b. Qualitative information: Outcomes, success stories and barriers encountered for each region in which a Contract is awarded. Summarize reasons for goals not completed and reasons for premature case discharges.
5. Provide any additional reports requested by DHS/DCFS.

P. RECORD KEEPING REQUIREMENTS

1. Client Files:

The Contractor shall maintain individual Client files for all Clients served. The Contractor shall ensure Client confidentiality and shall protect and secure confidential Client information in locked rooms or locked filing cabinets, or in secure electronic programs and have written policies and procedures on the release or disclosure of family records consistent with the DHS/DCFS Contract requirements.

The Contractor shall ensure Client files include the following:

- a. Date the Contractor was contacted by Client, DHS/DCFS Case Manager, or DHS/DCFS Regional Designee;
- b. Referral form;
- c. Initial assessment;
- d. Parenting Instructional plan including goals set;
- e. Monthly progress reports;
- f. Documented contacts and attempted contacts with the Client and DHS/DCFS Case

Manager;

- g. Pre and post assessment;
- h. Notes of all home visits, the reasons for any delay of services, including scheduling problems, and reasons why visits were not completed weekly;
- i. Evaluation forms or documentation of refusal to complete the form;
- j. Date of CFTMs attended;
- k. Documentation and written approval of any extension of services beyond the initial 120 day period;
- l. Discharge Summary; and
- m. Purchase Service Authorizations.

2. Personnel Records:

The Contractor shall maintain personnel records for each of its staff providing Peer Parent services as follows:

- a. Position description, including hire date;
- b. Documentation of all training courses completed, with date, number of hours, type of training, name of trainer and location of training;
- c. A current, signed DHS Provider Code of Conduct. This shall be reviewed and signed annually;
- d. Documentation of a current (to be screened each year), cleared background screening;
- e. Peer Parent Supervisor: Documentation of qualifications identified in G.1.;
- f. Peer Parent: Documentation that Peer Parent is 21 years of age or older; and,
- g. Peer Parent: Documentation if the Peer Parent is fluent in Spanish or another language.

Q. AUTHORIZATION TO PROVIDE SERVICE

Prior to the Contractor providing services, the PSA shall be completed by the DHS/DCFS Case Manager and must include the needed service description, rate of pay, units authorized, start date and authorized signature. The Contractor shall:

- 1. Obtain written authorization from the DHS/DCFS Case Manager before peer parenting services are provided, in accordance with DHS/DCFS' PSA process.
- 2. Not bill for services which have not been authorized in writing on the PSA.

3. Ensure that the PSA is signed by:
 - a. The Contractor,
 - b. The DHS/DCFS Case Manager,
 - c. The DHS/DCFS Case Manager's Supervisor, and
 - d. The DHS/DCFS Contract Monitor.

R. MILEAGE REIMBURSEMENT

The Contractor shall:

1. When required to travel more than 60 miles round trip for peer parenting sessions, CFTM or other services related to this Contract, receive mileage reimbursement according to the mileage rate in the, \$0.38 per mile, for all miles traveled.
2. Obtain prior written approval from the DHS/DCFS Case Manager for travel more than 60 miles round trip. If the Contractor fails to obtain prior written approval from the DHS/DCFS Case Manager, the Contractor shall forfeit its claim to reimbursement.
3. Be entitled to a single reimbursement per trip regardless of the number of Clients receiving services related to this Contract.
4. Submit all requests for mileage reimbursement on a One-Time Payment Form within 90 days of the trip for which reimbursement is sought, and no later than 14 days after the end of the fiscal year. If the Contractor fails to request mileage reimbursement within this time frame, the Contractor shall forfeit its claim to reimbursement.

S. BILLING

The Contractor shall:

1. Bill DHS/DCFS for peer parenting services based on the Contractor's contracted unit service rate for this service as approved through the PSA process. Contractors shall not be reimbursed for services not approved through the PSA process and that do not include the following requirements.
 - a. Payment of the Contractor shall be based on the Contractor's rate times the number of service units (based on a 30-minute unit) delivered.
 - b. The Contractor shall bill only for face-to-face peer parenting time with Clients regardless of whether one or both Clients (parents) are present.
 - c. Time billed for Peer Parent attendance at a CFTM are in addition to the eight units of service allowed for face to face home visits during a week. The PSA authorization shall include authorized units to attend the CFTM.
 - d. Documentation signed by the Client indicating that the service was provided, number of

service hours, the date, and by whom the service was provided.

2. Submit requests for payments no later than the 20th day of the month following the billing month to the DHS/DCFS Region Contract Monitor. At the end of each fiscal year, the requests for payment shall be submitted no later than the 14th day of the month following the end of the fiscal year.
3. Maintain service records that adequately support all billings submitted.